

QUALITY ASSURANCE SURVEILLANCE PLAN

Required Services/Tasks	Performance Standards	Method of Surveillance (Quality Assurance)	Standard to be met/allowable deviation	Maximum semi-annual payment fee
Transition Plans for Web-based Training/TA, and Data Reporting, Systems	Project planning identifies and implements realistic strategies to expedite development of required systems; creates constructive working relationship with other vendors and consultants	GPO monitoring; expert panels, if used, provide objective feedback to Contractor and GPO	Activities completed in accordance with accepted plan and timelines; no more than 2 revisions in transition plans; no conflicts reported in transitioning activities from old to new contract	TBD
Work/Management Plans for Web-based Training/TA and Data Reporting Systems	Project planning identifies and implements realistic strategies to expedite development of required systems; Contractor ensures timely completion of tasks and delivery of required products	GPO monitoring; expert panels, if used, provide objective feedback to Contractor and GPO	Activities completed in accordance with accepted plan and timelines; no more than 2 revisions in work plans; no delays in execution of contract activities longer than 1 week	TBD
Functional Web-based Training and TA System	Valid and user-friendly system that guides users to appropriate use of SPF; positive feedback from users, GPO and federal staff	GPO review and assessment; SAMHSA IT staff participation on project team and objective assessment; feedback from system users	System development never delays more than 1 week; no more than 3 revisions of web formats required for any feature	TBD
Functional NOMs Data Reporting System	Ability to collect and deliver required federal NOMs data, and other data as needed; ease of use of system for States, Territories, Regions and Communities required to report federal data; data	GPO review and assessment; SAMHSA IT staff participation on project team and objective assessment; evidence that grantees are	System development never delays more than 1 week; no more than 3 revisions of web formats required for any feature	TBD

	received in a timely fashion via the system	able to submit data via the system		
Data Reporting Templates for Alternative Data Systems	Understandable and easy-to-use guidance for non-system users, to ensure consistent and compatible delivery of required federal data; positive feedback from vendors in use of templates; data received in a timely fashion due to use of templates	GPO review; SAMHSA IT staff review and approve the tools; evidence that users of alternative systems can deliver required federal data through the tools	No delays in completion of inventory; no delay in production of tech specifications; no more than 2 revisions in web formats created	TBD
Data Files	Data received from grantees on time and in usable formats; data organized into analysis files for ease of reporting and interpretation	GPO monitoring; review by outside data experts for independent assessment	No more than 2 revisions to data file formats; 0 errors in data transfer protocols; 100% accuracy in data reporting	TBD
Data Analysis Plan	Draft and Final analysis plan on time and appropriate to the needs of federal reporting and sensitive to the limitations of the data; analysis is understandable and maximizes interpretability of data received from grantees	GPO monitoring; review by outside data experts for independent assessment	Complete and accurate plan first time; plan ensures 100% data accuracy in reporting	TBD
Reports, Presentations and Briefings	Reports submitted on time, and with useful, accurate and readable contents; Contractor is responsive to needs of GPO and other federal staff for ad hoc reporting and presentation materials; reports allow agency to assess (through NOMs and other data) implications of trends for planning, policy and budget	GPO review and monitoring; review by other federal staff overseeing or participating in presentations and briefings; review of feedback and evaluations of documents and presentations	Reports and presentation materials contain no errors in data reporting; errors in narrative in reports will be minimal (typos, grammos) and will not misrepresent any data reporting	TBD

ADP/IT and any other Required IT Plans	Plans submitted on time and in accordance with federal guidelines; plans approved by DMS-IT	Review by DMS-IT staff, and expert consultants	Plans will be require no more than 1 revision	TBD
Promotional Materials and Guidance Documents	Materials produced in a timely fashion, for distribution with release of the web systems; positive feedback from the field on readability, utility and validity of the materials	GPO monitoring; review by other training/TA Contractors; review by SAMHSA Office of Communication s	Documents will contain 0 errors, once approved by SAMHSA Office of Communications	TBD
Required OMB Clearance Packages	Draft and Final Packages delivered on time, addressing all required elements prior to GPO review; package is successfully cleared at OMB	GPO review; consultation with OMB Officer in development of packages and draft submissions	Clearance is obtained, after no more than 1 revision	TBD
Contract Management	Contractor maintains high level of quality assurance; responsiveness to GPO and Contract Officer; establishes good communication systems to ensure quick resolution of problems; keeps GPO informed about budget status; no cost overruns	GPO monitoring; review of Project Management software utilized by Contractor	90% of activities within the Contract are completed on time; no more than 1 revision is required to develop an acceptable plan	TBD
Training and TA to grantees	Training and TA provided as contract budget allows, and responsive to needs and requests of the field of professionals; training/TA materials accurately describe the systems they represent and are readable and usable; positive feedback from those receiving	GPO monitoring; review by other training/TA Contractors; review by SAMHSA Office of Communication s	No more than 10% of users find the system unfriendly or unhelpful; feedback is consistently in the 80% or greater range	TBD

	training/TA			
Project Team Meetings	Meetings are held on a timely and regular basis; summaries of the meetings are delivered on a timely basis, and contain accurate and easy-to-review information; meeting participants regularly feel that meetings are useful and productive	GPO monitoring; feedback from other federal staff attending meetings, either periodically or regularly	GPO expresses satisfaction with no less than 95% of meetings	TBD